

WS-02987A-15-0284

OPEN MEETING AGENDA IT



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ORIGINAL

Arizona Corporation Commis

Utilities Complaint Form

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Completion Date: 8/13/2015 9:22 AM

Priority: Please respond within 5 business days

Opinion Number: 2015 - 123864

Opinion Codes:

Opinion Date: 8/13/2015 9:14 AM

Rate Case Items - In Favor

First Name: Bob

Last Name: Gaede

Account Name: Bob Gaede Gaede

Street Address: <<< REDACTED >>>

City:

State: AZ

Zip Code: 85142

<<< REDACTED >>>

Company: Johnson Utilities L.L.C. dba Johnson Utilities Company

Division: Water

Stephanie Poulin

<<< REDACTED >>>

<<< REDACTED >>>

Nature Of Opinion:

Docket Number: WS-02987A-15-0284

Docket Position:

Company: FYI The following emails were received at the Commission.

From: Bob Gaede [mailto:<<< REDACTED >>>]

Sent: Wednesday, August 05, 2015 10:00 PM

To: Utilities Div - Mailbox

Subject: Johnson Utilities Standpipe Closure

Dear Arizona Corporation Commission,

Arizona Corporation Commission

DOCKETED

AUG 13 2015

DOCKETED BY

MLB

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2015 AUG 13 PM 2 01

The standpipe owned by Johnson Utilities in Queen Creek/San Tan Valley has been scheduled for closure. The standpipe is the only source of water for my family within a reasonable distance. The nearest alternatives are in Florence and Apache Junction. Using either of these would increase my gas costs, increase the amount of time to get water from 20 minutes a day to about 2 hours a day, and potentially require me to buy a different trailer that can haul almost 6000 lbs of water long distances. Closing the standpipe would have a seriously negative impact on my family of 14 people and 4 dogs. From what I understand, Johnson Utilities must apply for approval before shutting down the standpipe (ACC regulation R14-2-402(C)). Please ensure that the standpipe remains open and deny any requests to close it.

Thank you,

Bob Gaede

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WS-02987A-15-0284

Arizona Corporation Commission

Utilities Complaint Form

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From: Bob Gaede [mailto:<<< REDACTED >>>]

Sent: Wednesday, August 05, 2015 10:12 PM

To: Utilities Div - Mailbox

Cc: Robert Gaede

Subject: Johnson Utilities Standpipe Damage

Dear Arizona Corporation Commission,

A week ago, the control panel that allows customers to get water from the standpipe in Queen Creek/San Tan Valley, was damaged and has not yet been repaired. When I contacted the company, they replied that they did not have an estimated completion date, but they were working on it.

As the source of water for my family, it is critical that the repairs be completed quickly. As a company that is the sole source of water for hundreds of people, I would expect that they would have the knowledge and parts on hand at all times to resolve a problem such as this. When our electricity goes out, it is usually repaired within hours. The same level of expertise may be too much for Johnson Utilities, but a week without water with no resolution in sight should not be acceptable.

Please investigate this situation and do everything possible to restore water service at the standpipe as quickly as possible.

Thank you for your assistance.

Bob Gaede

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<<< REDACTED >>>

<<< REDACTED >>>

Notes:

Date:	User:	Submitted By:	Note Type:
8/13/2015	Trish Meeter	Telephone	Investigation
Also issued as complaint			
